

Health and Care Experience Survey 2015/16

Results for Bankhouse Medical Centre - Airdrie Community Health Centre - Airdrie



**Bankhouse Medical Practice
Airdrie Community Health Centre
88 Graham Street
Airdrie, Lanarkshire
ML6 6DB**

May 2016, Official Statistics



Bankhouse Medical Centre - Airdrie Community Health Centre - Airdrie

This report gives a summary of the results of the Health and Care Experience Survey 2015/16 for Bankhouse Medical Centre - Airdrie Community Health Centre - Airdrie.

The survey was sent to 1,194 people registered with the practice.

The survey asked questions about people's experiences during 2015/16 of making an appointment; visiting the GP practice; seeing staff; being prescribed medicines; out of hours healthcare; other care services; and being a carer. A copy of the survey is available at:

www.gov.scot/Topics/Statistics/Browse/Health/GPPatientExperienceSurvey/HACE2015-16

122 patients of Bankhouse Medical Centre - Airdrie Community Health Centre - Airdrie sent in feedback on their experiences at the practice. Of the patients that answered questions about themselves:

- 40% were male and 60% were female;
- 9% were aged 17-34, 19% were aged 35-49, 37% were aged 50-64 and 34% were 65 and over;
- 57% did not have any limiting illness or disability.

The survey was commissioned by the Scottish Government as part of the Scottish Care Experience Survey Programme, which aims to use the public's experiences of health and care services to improve those services. The survey was managed by the Scottish Government in partnership with Information Services Division (ISD) of NHS National Services Scotland. The survey was carried out by a patient survey contractor, Quality Health Ltd.

The results of the survey will be used by GP practices, Health Boards, Health and Social Care Partnerships and the Scottish Government to improve the quality of health and care services in Scotland.

Results for some questions may be suppressed due to low number of responses. These are typically the questions relating to social care services and caring. Results for such questions can be found in the relevant Health and Social Care Partnership/Board Report.

National results for this survey and further details on the methods used to generate this report are available at:

www.gov.scot/Topics/Statistics/Browse/Health/GPPatientExperienceSurvey/HACE2015-16

Summary of Results

This section provides the results for the five overarching questions where patients were asked to rate the care that they received overall. Positive scores for these questions are based on the combination of the 'Excellent' and 'Good' answers.

The difference between the percent positive score for the practice and the Scottish average is shown in the final column. Differences which are statistically significant are marked with an S.

Overall, how would you rate the arrangements for getting to see a doctor in your GP practice?

Arranging to see a doctor	72%	+0
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Overall, how would you rate the arrangements for getting to see a nurse in your GP practice?

Arranging to see a nurse	88%	+6
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I am treated with compassion and understanding

Compassion and understanding	91%	+6^S
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Overall, how would you rate the care provided by your GP practice?

GP Practice Care	89%	+2
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Overall, how would you rate the care you experienced out of hours?

Out of Hours Care	71%	-0
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Notes on Interpretation

Results are shown as the percentage of patients who answered each question positively.

The bars illustrate the % positive as green (darker green being very positive and lighter green being positive), and the % negative as red. Where answers are neither positive nor negative, the % is shown in yellow (see below).

		Very Positive	Positive	Neutral	Negative	% Positive Practice 2011/12	% Positive Practice 2013/14	% Positive Practice 2015/16	Change from 2013/14	Difference from Scotland
Overall arrangements for getting to see a doctor	112	29%	44%	15%	12%	85%	76%	73%	-3%	+1%

The “% Positive Practice...” columns show the GP practice's 2015/16 percent positive scores along with both 2013/14 & 2011/12 scores.

“Difference from Scotland” shows the difference between the GP practice percent positive score in 2015/16 and the Scottish average in the same year, with a plus or minus sign depending on whether it is above or below the Scottish average.

“Change from 2013/14” shows the change in the percent positive score for the GP practice since the 2013/14 survey.

Differences which are statistically significant are marked with an S.

Where a comparison has not been tested due to small numbers, this is marked with an NT.

The classification of answers as very positive, positive, neutral or negative for each question can be found in the technical report at:

www.gov.scot/stats/bulletins/01218

Later in this report we present results for questions that do not fit into the '% positive' format.

Please note: If an expected question does not appear within this section it is because it has been suppressed due to a low number of responses. If you wish to see results for such questions, please refer to the relevant Health and Social Care Partnership/Health Board Report.

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Your GP Practice: getting to see or speak to someone

	Number of responses	Very Positive	Positive	Neutral	Negative	% Positive Practice 2011/12	% Positive Practice 2013/14	% Positive Practice 2015/16	Change from 2013/14	Difference from Scotland
It is easy to get through on the phone	113	24%	50%		26%	67%	72%	74%	+2%	-8% ^S
Person answering the phone is helpful	114	72%			25%	88%	97%	97%	+0% ^{NT}	+3% ^{NT}
Can see or speak to a doctor or nurse within 2 working days	90	70%	23%		7%	92%	92%	93%	+1%	+9% ^S
Able to book a doctors appointment 3 or more working days in advance	88	32%		68%		13%	23%	32%	+8%	-45% ^S
Can usually see preferred doctor	113		73%		27%	69%	56%	73%	+18% ^S	-8%
Overall arrangements for getting to see a doctor	113	23%	49%	19%	9%	68%	66%	72%	+5%	+0%
Overall arrangements for getting to see a nurse	105	43%	45%		10%	83%	88%	88%	+0%	+6%

Your GP Practice: referrals

	Number of responses	Very Positive	Positive	Neutral	Negative	% Positive Practice 2011/12	% Positive Practice 2013/14	% Positive Practice 2015/16	Change from 2013/14	Difference from Scotland
Arrangements for getting to see other health and care services	65	32%	45%	18%		-	76%	77%	+1%	-0%

At your GP Practice

	Number of responses	Very Positive	Positive	Neutral	Negative	% Positive Practice 2011/12	% Positive Practice 2013/14	% Positive Practice 2015/16	Change from 2013/14	Difference from Scotland
The receptionists are helpful	114	68%			31%	91%	99%	99%	+0% ^{NT}	+5% ^{NT}
Time waiting to be seen at GP practice	112	84%			16%	80%	85%	84%	-1%	-2%

At your GP Practice - doctors

	Number of responses	Very Positive	Positive	Neutral	Negative	% Positive Practice 2011/12	% Positive Practice 2013/14	% Positive Practice 2015/16	Change from 2013/14	Difference from Scotland
Doctors listen to patients	105	52%		43%		97%	88%	95%	+7%	+0%
Patients feel that doctors have all the information they need to treat them	103	50%		41%		92%	88%	90%	+2%	+1%
Doctors take account of the things that matter to patients	103	42%		45%	9%	-	80%	86%	+7%	-0%
Doctors talk in a way that helps patients to understand their condition and treatment	103	49%		43%		91%	82%	91%	+9%	+1%
Patients have confidence in doctors' ability to treat them	103	47%		43%		91%	86%	89%	+3%	-0%
Patients have enough time with doctors	103	48%		43%		90%	84%	90%	+7%	+2%

At your GP Practice - nurses

	Number of responses	Very Positive	Positive	Neutral	Negative	% Positive Practice 2011/12	% Positive Practice 2013/14	% Positive Practice 2015/16	Change from 2013/14	Difference from Scotland
Nurses listen to patients	97	61%	35%			97%	99%	96%	-3% ^{NT}	+0% ^{NT}
Patients feel that nurses have all the information they need to treat them	97	60%	35%			95%	94%	95%	+1%	+2%
Nurses take account of the things that matter to patients	95	58%	31%	9%		-	92%	88%	-4%	-1%
Nurses talk in a way that helps patients to understand their condition and treatment	95	58%	32%	9%		96%	95%	89%	-5%	-2%
Patients have confidence in nurses' ability to treat them	98	61%	38%			95%	96%	99%	+3% ^{NT}	+5% ^{NT}
Patients have enough time with nurses	98	58%	40%			97%	97%	98%	+0% ^{NT}	+2% ^{NT}

At your GP practice - care and treatment

	Number of responses	Very Positive	Positive	Neutral	Negative	% Positive Practice 2011/12	% Positive Practice 2013/14	% Positive Practice 2015/16	Change from 2013/14	Difference from Scotland
Patients are involved as much as they want to be in decisions about their care and treatment	111	58%	38%			-	50%	58%	+8%	-5%

Tests arranged by your GP practice

	Number of responses	Very Positive	Positive	Neutral	Negative	% Positive Practice 2011/12	% Positive Practice 2013/14	% Positive Practice 2015/16	Change from 2013/14	Difference from Scotland
It is explained to patients why they need a test	86	57%	40%			-	92%	97%	+5% ^{NT}	+1% ^{NT}
Patients are satisfied with the length of time they wait for results	86	43%	42%		12%	-	84%	85%	+1%	-0%
Patients are satisfied with the way they receive results	86	44%	36%		15%	-	85%	80%	-5%	-0%
Test results are explained to patients in a way they can understand	86	45%	37%	10%	7%	-	81%	83%	+2%	+2%

At your GP Practice - medicines

	Number of responses	Very Positive	Positive	Neutral	Negative	% Positive Practice 2011/12	% Positive Practice 2013/14	% Positive Practice 2015/16	Change from 2013/14	Difference from Scotland
Patients find it easy enough for them to get their medicines	101	59%	38%			99%	97%	97%	+0% ^{NT}	+1% ^{NT}
Patients know enough about what their medicines are for	100	54%	42%			98%	97%	96%	-1% ^{NT}	-1% ^{NT}
Patients know enough about how and when to take their medicines	100	60%	40%			99%	99%	100%	+1% ^{NT}	+2% ^{NT}
Patients know enough about side effects of medicines	100	49%	38%		7%	88%	84%	87%	+3%	+5%
Patients know what to do if they have any problems with their medicines	100	48%	42%		7%	89%	93%	90%	-3%	+1%
Patients take their prescription as they are supposed to	100	63%	35%			100%	98%	98%	+0% ^{NT}	+0% ^{NT}

At your GP practice - dealing with mistakes

	Number of responses	Very Positive	Positive	Neutral	Negative	% Positive Practice 2011/12	% Positive Practice 2013/14	% Positive Practice 2015/16	Change from 2013/14	Difference from Scotland
Patients believe a mistake was made in their treatment or care by their GP practice	110		92%		8%	-	94%	92%	-2%	-2%

At your GP practice - overall experience

	Number of responses	Very Positive	Positive	Neutral	Negative	% Positive Practice 2011/12	% Positive Practice 2013/14	% Positive Practice 2015/16	Change from 2013/14	Difference from Scotland
Patients are treated with respect	113	62%	34%			90%	90%	96%	+6%	+4% ^S
Patients are treated with compassion and understanding	111	55%	36%			88%	83%	91%	+8%	+6% ^S
Rating of overall care provided by GP practice	114	52%	37%	8%		86%	81%	89%	+7%	+2%

Out of hours healthcare

	Number of responses	Very Positive	Positive	Neutral	Negative	% Positive Practice 2011/12	% Positive Practice 2013/14	% Positive Practice 2015/16	Change from 2013/14	Difference from Scotland
The time patients wait for out of hours services is reasonable	31	32%	39%	13%	16%	72%	57%	71%	+14%	-3%
Patients feel that people have all the information they need to treat them	29	41%	41%	17%		82%	77%	83%	+6%	+5%
Patients feel that they are listened to	28	46%	43%	7%		79%	80%	89%	+9% ^{NT}	+5% ^{NT}
Things are explained to patients in a way they can understand	28	46%	39%	14%		82%	73%	86%	+12% ^{NT}	-0% ^{NT}
Patients feel that they were treated by the right people	28	43%	43%	14%		-	-	86%	-	+5% ^{NT}
Patients feel they get the right treatment or advice	28	43%	39%	14%		79%	83%	82%	-1%	+1%
Patients feel that people take account of the things that matter to them	28	39%	36%	21%		-	77%	75%	-2%	-0%
Rating of overall care provided out of hours	31	19%	52%	16%	13%	72%	53%	71%	+18%	-0%

Caring responsibilities

	Number of responses	Very Positive	Positive	Neutral	Negative	% Positive Practice 2011/12	% Positive Practice 2013/14	% Positive Practice 2015/16	Change from 2013/14	Difference from Scotland
Carers have a good balance between caring and other things in their life	22	45%	32%	14%	9%	-	80%	77%	-3%	+9%

Information Questions

This section shows results for questions that did not fit into the percentage positive format used elsewhere in the report. These tables show the percentage of patients who responded to each answer option. Results for Scotland, and where possible, results from the previous survey are included. If the question was new to this year's survey, the absence of historic results will be indicated by a "-".

Please note: If an expected question does not appear within this section it is because it has been suppressed due to low number of responses. If you wish to see more details on these types of questions, please refer to the relevant Health and Social Care Partnership/Health Board Report

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At your GP Practice

Q12 - In the reception area, can other patients overhear what you say to the staff?

Patients who have contacted their GP practice in the last 12 months	2013/14	2015/16	Scotland
Yes, but I don't mind	59	69	57
Yes, and I am not happy about it	25	16	19
No, other patients can't overhear	7	9	17
Don't know	9	6	8

Out of hours healthcare

Q27 - Thinking about the last time you tried to get help out of hours, which NHS service did you speak to or go to first?

Patients who in the last 12 months have tried to get medical help, treatment or advice when their GP Practice was closed			
	2013/14	2015/16	Scotland
Telephoned 111 for NHS 24	-	68	65
Went to Pharmacist / Chemist	-	3	4
Went to Primary Care Emergency Centre	-	0	2
Telephoned my own GP practice	-	6	4
Telephoned 999 for emergency services	-	6	6
Went to Hospital A&E / Casualty	-	16	15
Other	-	0	3

Q28 - Which service did you end up being treated or seen by?

Patients who in the last 12 months have tried to get medical help, treatment or advice when their GP Practice was closed			
	2013/14	2015/16	Scotland
Got phone advice only from NHS 24	-	17	16
Pharmacist / Chemist	-	7	3
Primary Care Emergency Centre	-	10	15
Own GP practice	-	10	5
Home visit from a GP or Nurse	-	7	9
Ambulance paramedics	-	3	11
A&E / Casualty	-	43	35
Social care services	-	0	0
Other	-	3	6

Q32 - What do you think about the opening hours of your GP practice?

All Patients	2013/14	2015/16	Scotland
I am happy with the opening hours of my GP practice	75	79	80
It is too difficult for me to get time away from work during my practice opening hours	14	16	11
The opening hours are not convenient for me for another reason	3	1	2
I am not sure when my GP practice is open	8	4	6

Health and care effectiveness

Q39 - Thinking about the last time this happened, how would you describe the effect of the treatment on your ability to live your normal life?

Patients who received NHS treatment or advice because of something that was affecting their ability to do their usual activities - to live their normal life	2013/14	2015/16	Scotland
I was able to go back to most of my usual activities	31	32	43
There was no change in my ability to do my usual activities	25	16	23
I was less able to do my usual activities	28	32	19
It is too soon to say	16	21	15

Q41 - Thinking about the last time this happened, how would you describe the effect of the treatment on your pain or discomfort?

Patients who received NHS treatment or advice because of something that was causing them pain or discomfort	2013/14	2015/16	Scotland
It was better than before	45	42	51
It was about the same as before	43	48	35
It was worse than before	7	3	4
It is too soon to say	5	7	10

Detailed Results for all Questions

This section shows a breakdown of responses for each question within the survey. The response categories that have been combined to calculate the percent positive score are indicated with an asterisk.

Please note: If an expected question does not appear within this section it is because it has been suppressed due to low number of responses. If you wish to see more details on these types of questions, please refer to the relevant Health and Social Care Partnership/Health Board Report.

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Your GP Practice: getting to see or speak to someone

Q1 - Have you contacted the GP practice named on the enclosed letter in the last 12 months?

All patients	n	%
No	8	6.7
Yes	111	93.3
	119	

Q2 - Approximately how often have you contacted this GP practice in the last 12 months (either for yourself or someone you look after)?

Patients who have contacted their GP practice in the last 12 months	n	%
Once	12	10.5
2 - 4 times	58	50.9
5 - 10 times	26	22.8
More than 10 times	15	13.2
Can't remember / don't know	3	2.6
	114	

Q3 - Thinking of the last time you contacted this GP practice by phone, how easy was it for you to get through?

Patients who have contacted their GP practice in the last 12 months	n	%
* Very easy	27	23.9
* Fairly easy	57	50.4
Not easy	29	25.7
Percent Positive - This GP 74.3 %	113	

Q4 - The last time you phoned the GP practice, how helpful was the person who answered?

Patients who have contacted their GP practice by phone in the last 12 months	n	%
* Very helpful	82	71.9
* Fairly helpful	29	25.4
Not very helpful	3	2.6
Not at all helpful	0	0.0
Percent Positive - This GP 97.4 %	114	

Q5 - The last time you needed to see or speak to a doctor or nurse from your GP practice quite urgently, how long did you wait?

Patients who have contacted their GP practice in the last 12 months	n	%
* I saw or spoke to a doctor or nurse on the same day	63	70.0
* I saw or spoke to a doctor or nurse within 1 or 2 working days	21	23.3
I waited more than 2 working days to see or speak to a doctor or nurse	6	6.7
Percent Positive - This GP 93.3 %	90	

Q7 - If you ask to make an appointment with a doctor 3 or more working days in advance, does your GP practice allow you to?

Patients who have contacted their GP practice in the last 12 months	n	%
* Yes	28	31.8
No	60	68.2
Percent Positive - This GP 31.8 %	88	

Q8 - When you arrange to see a doctor at your GP practice can you usually see the doctor you prefer?

Patients who have contacted their GP practice in the last 12 months	n	%
* Yes	43	38.1
No	30	26.5
* I don't have a doctor I prefer to see	40	35.4
Percent Positive - This GP 73.5 %	113	

Q9a - Overall, how would you rate the arrangements for getting to see a doctor and/or nurse in your GP practice? Getting to see a doctor

Patients who have contacted their GP practice in the last 12 months	n	%
* Excellent	26	23.0
* Good	55	48.7
Fair	22	19.5
Poor	8	7.1
Very poor	2	1.8
Percent Positive - This GP 71.7 %	113	

Q9b - Overall, how would you rate the arrangements for getting to see a doctor and/or nurse in your GP practice? Getting to see a nurse

Patients who have contacted their GP practice in the last 12 months	n	%
* Excellent	45	42.9
* Good	47	44.8
Fair	11	10.5
Poor	1	1.0
Very poor	1	1.0
Percent Positive - This GP 87.6 %	105	

Your GP Practice: referrals

Q10 - Has your GP practice referred you to see any other health or care services in the last 12 months?

Patients who have contacted their GP practice in the last 12 months	n	%
Yes	65	58.0
No, as it wasn't necessary	46	41.1
No, but I wanted to	1	0.9
	112	

Q11 - Thinking about the last time your GP practice referred you to other health or care services, how would you rate the arrangements for getting to see other services?

Patients who had been referred to other health and care services by their GP practice in the last 12 months	n	%
* Excellent	21	32.3
* Good	29	44.6
Fair	12	18.5
Poor	3	4.6
Very poor	0	0.0
Percent Positive - This GP 76.9 %	65	

At your GP Practice

Q12 - In the reception area, can other patients overhear what you say to the staff?

Patients who have contacted their GP practice in the last 12 months	n	%
Yes, but I don't mind	79	69.3
Yes, and I am not happy about it	18	15.8
No, other patients can't overhear	10	8.8
Don't know	7	6.1
	114	

Q13 - How helpful do you find the receptionists at your GP practice?

Patients who have contacted their GP practice in the last 12 months	n	%
* Very helpful	78	68.4
* Fairly helpful	35	30.7
Not very helpful	1	0.9
Not at all helpful	0	0.0
Percent Positive - This GP 99.1 %	114	

Q14 - How do you feel about how long you usually have to wait to be seen after you arrive at your GP practice?

Patients who have contacted their GP practice in the last 12 months	n	%
* It is reasonable	94	83.9
It is too long	18	16.1
Percent Positive - This GP 83.9 %	112	

At your GP Practice - doctors

Q15a - Have you seen a doctor from your GP practice in the last 12 months?

Patients who have contacted their GP practice in the last 12 months	n	%
No	8	7.5
Yes	99	92.5
	107	

Q15b - Thinking about the last time you saw a doctor at your GP practice, how much do you agree or disagree with each of the following?
The doctor listened to me

Patients who have seen a doctor at their GP Practice in the last 12 months	n	%
* Strongly agree	55	52.4
* Agree	45	42.9
Neither agree nor disagree	3	2.9
Disagree	1	1.0
Strongly disagree	1	1.0
Percent Positive - This GP 95.2 %	105	

Q15c - Thinking about the last time you saw a doctor at your GP practice, how much do you agree or disagree with each of the following? I felt that the doctor had all the information needed to treat me

Patients who have seen a doctor at their GP Practice in the last 12 months	n	%
* Strongly agree	51	49.5
* Agree	42	40.8
Neither agree nor disagree	6	5.8
Disagree	3	2.9
Strongly disagree	1	1.0
Percent Positive - This GP 90.3 %	103	

Q15d - Thinking about the last time you saw a doctor at your GP practice, how much do you agree or disagree with each of the following?
The doctor took account of the things that matter to me

Patients who have seen a doctor at their GP Practice in the last 12 months	n	%
* Strongly agree	43	41.7
* Agree	46	44.7
Neither agree nor disagree	9	8.7
Disagree	4	3.9
Strongly disagree	1	1.0
Percent Positive - This GP 86.4 %	103	

Q15e - Thinking about the last time you saw a doctor at your GP practice, how much do you agree or disagree with each of the following?
The doctor talked in a way that helped me understand my condition and treatment

Patients who have seen a doctor at their GP Practice in the last 12 months	n	%
* Strongly agree	50	48.5
* Agree	44	42.7
Neither agree nor disagree	6	5.8
Disagree	2	1.9
Strongly disagree	1	1.0
Percent Positive - This GP 91.3 %	103	

Q15f - Thinking about the last time you saw a doctor at your GP practice, how much do you agree or disagree with each of the following? I felt confident in the doctor's ability to treat me

Patients who have seen a doctor at their GP Practice in the last 12 months	n	%
* Strongly agree	48	46.6
* Agree	44	42.7
Neither agree nor disagree	5	4.9
Disagree	5	4.9
Strongly disagree	1	1.0
Percent Positive - This GP 89.3 %	103	

Q15g - Thinking about the last time you saw a doctor at your GP practice, how much do you agree or disagree with each of the following? I had enough time with the doctor

Patients who have seen a doctor at their GP Practice in the last 12 months	n	%
* Strongly agree	49	47.6
* Agree	44	42.7
Neither agree nor disagree	4	3.9
Disagree	5	4.9
Strongly disagree	1	1.0
Percent Positive - This GP 90.3 %	103	

At your GP Practice - nurses

Q16a - Have you seen a nurse from your GP practice in the last 12 months?

Patients who have contacted their GP practice in the last 12 months	n	%
No	14	12.6
Yes	97	87.4
	111	

Q16b - Thinking about the last time you saw a nurse at your GP practice, how much do you agree or disagree with each of the following?
The nurse listened to me

Patients who have seen a nurse at their GP Practice in the last 12 months	n	%
* Strongly agree	59	60.8
* Agree	34	35.1
Neither agree nor disagree	2	2.1
Disagree	1	1.0
Strongly disagree	1	1.0
Percent Positive - This GP 95.9 %	97	

Q16c - Thinking about the last time you saw a nurse at your GP practice, how much do you agree or disagree with each of the following? I felt that the nurse had all the information needed to treat me

Patients who have seen a nurse at their GP Practice in the last 12 months	n	%
* Strongly agree	58	59.8
* Agree	34	35.1
Neither agree nor disagree	2	2.1
Disagree	2	2.1
Strongly disagree	1	1.0
Percent Positive - This GP 94.8 %	97	

Q16d - Thinking about the last time you saw a nurse at your GP practice, how much do you agree or disagree with each of the following?
The nurse took account of the things that matter to me

Patients who have seen a nurse at their GP Practice in the last 12 months	n	%
* Strongly agree	55	57.9
* Agree	29	30.5
Neither agree nor disagree	9	9.5
Disagree	1	1.1
Strongly disagree	1	1.1
Percent Positive - This GP 88.4 %	95	

Q16e - Thinking about the last time you saw a nurse at your GP practice, how much do you agree or disagree with each of the following?
The nurse talked in a way that helped me understand my condition and treatment

Patients who have seen a nurse at their GP Practice in the last 12 months	n	%
* Strongly agree	55	57.9
* Agree	30	31.6
Neither agree nor disagree	9	9.5
Disagree	0	0.0
Strongly disagree	1	1.1
Percent Positive - This GP 89.5 %	95	

Q16f - Thinking about the last time you saw a nurse at your GP practice, how much do you agree or disagree with each of the following? I felt confident in the nurse's ability to treat me

Patients who have seen a nurse at their GP Practice in the last 12 months	n	%
* Strongly agree	60	61.2
* Agree	37	37.8
Neither agree nor disagree	0	0.0
Disagree	0	0.0
Strongly disagree	1	1.0
Percent Positive - This GP 99.0 %	98	

Q16g - Thinking about the last time you saw a nurse at your GP practice, how much do you agree or disagree with each of the following? I had enough time with the nurse

Patients who have seen a nurse at their GP Practice in the last 12 months	n	%
* Strongly agree	57	58.2
* Agree	39	39.8
Neither agree nor disagree	0	0.0
Disagree	1	1.0
Strongly disagree	1	1.0
Percent Positive - This GP 98.0 %	98	

At your GP practice - care and treatment

Q17 - Are you involved as much as you want to be in decisions about your care and treatment?

Patients who have contacted their GP practice in the last 12 months	n	%
* Yes, definitely	64	57.7
Yes, to some extent	42	37.8
No, and I would like to be	5	4.5
Percent Positive - This GP 57.7 %	111	

Tests arranged by your GP practice

Q18 - In the last 12 months have you had any blood tests, x-rays or any other tests arranged by your GP practice?

Patients who have contacted their GP practice in the last 12 months	n	%
No	25	24.0
Yes	79	76.0
	104	

Q19a - Thinking about the last time you had a blood test, x-ray or any other test arranged by your GP practice, how much do you agree or disagree with each of the following: It was explained to me why a test was needed

Patients who have had tests arranged by their GP practice in the past 12 months	n	%
* Strongly agree	49	57.0
* Agree	34	39.5
Neither agree nor disagree	2	2.3
Disagree	0	0.0
Strongly disagree	1	1.2
Percent Positive - This GP 96.5 %	86	

Q19b - Thinking about the last time you had a blood test, x-ray or any other test arranged by your GP practice, how much do you agree or disagree with each of the following: I was satisfied with the length of time I waited for my test results

Patients who have had tests arranged by their GP practice in the past 12 months	n	%
* Strongly agree	37	43.0
* Agree	36	41.9
Neither agree nor disagree	3	3.5
Disagree	7	8.1
Strongly disagree	3	3.5
Percent Positive - This GP 84.9 %	86	

Q19c - Thinking about the last time you had a blood test, x-ray or any other test arranged by your GP practice, how much do you agree or disagree with each of the following: I was satisfied with the way that I received the result

Patients who have had tests arranged by their GP practice in the past 12 months	n	%
* Strongly agree	38	44.2
* Agree	31	36.0
Neither agree nor disagree	4	4.7
Disagree	11	12.8
Strongly disagree	2	2.3
Percent Positive - This GP 80.2 %	86	

Q19d - Thinking about the last time you had a blood test, x-ray or any other test arranged by your GP practice, how much do you agree or disagree with each of the following: The results of the test were explained to me in a way I could understand

Patients who have had tests arranged by their GP practice in the past 12 months	n	%
* Strongly agree	39	45.3
* Agree	32	37.2
Neither agree nor disagree	9	10.5
Disagree	4	4.7
Strongly disagree	2	2.3
Percent Positive - This GP 82.6 %	86	

At your GP Practice - medicines

Q20 - Have you been prescribed medicines by your GP practice in the last 12 months?

Patients who have contacted their GP practice in the last 12 months	n	%
No	12	10.8
Yes	99	89.2
	111	

Q21a - Thinking about the last time you were prescribed medicines, how much do you agree or disagree with each of the following: It was easy enough for me to get my medicines

Patients who were prescribed medicines in the last 12 months	n	%
* Strongly agree	60	59.4
* Agree	38	37.6
Neither agree nor disagree	1	1.0
Disagree	2	2.0
Strongly disagree	0	0.0
Percent Positive - This GP 97.0 %	101	

Q21b - Thinking about the last time you were prescribed medicines, how much do you agree or disagree with each of the following: I knew enough about what my medicines were for

Patients who were prescribed medicines in the last 12 months	n	%
* Strongly agree	54	54.0
* Agree	42	42.0
Neither agree nor disagree	2	2.0
Disagree	1	1.0
Strongly disagree	1	1.0
Percent Positive - This GP 96.0 %	100	

Q21c - Thinking about the last time you were prescribed medicines, how much do you agree or disagree with each of the following: I knew enough about how and when to take my medicines

Patients who were prescribed medicines in the last 12 months	n	%
* Strongly agree	60	60.0
* Agree	40	40.0
Neither agree nor disagree	0	0.0
Disagree	0	0.0
Strongly disagree	0	0.0
Percent Positive - This GP 100.0 %	100	

Q21d - Thinking about the last time you were prescribed medicines, how much do you agree or disagree with each of the following: I knew enough about possible side effects of my medicines

Patients who were prescribed medicines in the last 12 months	n	%
* Strongly agree	49	49.0
* Agree	38	38.0
Neither agree nor disagree	6	6.0
Disagree	4	4.0
Strongly disagree	3	3.0
Percent Positive - This GP 87.0 %	100	

Q21e - Thinking about the last time you were prescribed medicines, how much do you agree or disagree with each of the following: I would know what to do if I had any problems with my medicines

Patients who were prescribed medicines in the last 12 months	n	%
* Strongly agree	48	48.0
* Agree	42	42.0
Neither agree nor disagree	7	7.0
Disagree	2	2.0
Strongly disagree	1	1.0
Percent Positive - This GP 90.0 %	100	

Q21f - Thinking about the last time you were prescribed medicines, how much do you agree or disagree with each of the following: I took my prescription as I was supposed to

Patients who were prescribed medicines in the last 12 months	n	%
* Strongly agree	63	63.0
* Agree	35	35.0
Neither agree nor disagree	0	0.0
Disagree	1	1.0
Strongly disagree	1	1.0
Percent Positive - This GP 98.0 %	100	

At your GP practice - dealing with mistakes

Q22 - In the past year, do you believe a mistake was made in your treatment or care by your GP practice (including for example in test results, medicines prescribed, diagnosis)?

Patients who have contacted their GP practice in the last 12 months	n	%
* No	101	91.8
Yes	9	8.2
Percent Positive - This GP 91.8 %	110	

At your GP practice - overall experience

Q24a - How much do you agree or disagree with each of the following about how you are treated by the staff at your GP practice? I am treated with respect

Patients who have contacted their GP practice in the last 12 months	n	%
* Strongly agree	70	61.9
* Agree	38	33.6
Neither agree nor disagree	3	2.7
Disagree	1	0.9
Strongly disagree	1	0.9
Percent Positive - This GP 95.6 %	113	

Q24b - How much do you agree or disagree with each of the following about how you are treated by the staff at your GP practice? I am treated with compassion and understanding

Patients who have contacted their GP practice in the last 12 months	n	%
* Strongly agree	61	55.0
* Agree	40	36.0
Neither agree nor disagree	7	6.3
Disagree	2	1.8
Strongly disagree	1	0.9
Percent Positive - This GP 91.0 %	111	

Q25 - Overall, how would you rate the care provided by your GP practice?

Patients who have contacted their GP practice in the last 12 months	n	%
* Excellent	59	51.8
* Good	42	36.8
Fair	9	7.9
Poor	3	2.6
Very poor	1	0.9
Percent Positive - This GP 88.6 %	114	

Out of hours healthcare

Q26 - In the last 12 months, have you tried to get medical help, treatment or advice, for yourself or someone you were looking after, when your GP practice was closed (out of hours)?

All Patients	n	%
Yes	32	27.1
No	86	72.9
	118	

Q27 - Thinking about the last time you tried to get help out of hours, which NHS service did you speak to or go to first?

Patients who in the last 12 months have tried to get medical help, treatment or advice when their GP Practice was closed	n	%
Telephoned 111 for NHS 24	21	67.7
Went to Pharmacist / Chemist	1	3.2
Went to Primary Care Emergency Centre	0	0.0
Telephoned my own GP practice	2	6.5
Telephoned 999 for emergency services	2	6.5
Went to Hospital A&E / Casualty	5	16.1
Other	0	0.0
	31	

Q28 - Which service did you end up being treated or seen by?

Patients who in the last 12 months have tried to get medical help, treatment or advice when their GP Practice was closed	n	%
Got phone advice only from NHS 24	5	16.7
Pharmacist / Chemist	2	6.7
Primary Care Emergency Centre	3	10.0
Own GP practice	3	10.0
Home visit from a GP or Nurse	2	6.7
Ambulance paramedics	1	3.3
A&E / Casualty	13	43.3
Social care services	0	0.0
Other	1	3.3
	30	

Q29 - Who ended up providing most of your treatment or care?

Patients who in the last 12 months have tried to get medical help, treatment or advice when their GP Practice was closed	n	%
A Doctor	17	70.8
A Nurse	5	20.8
A Pharmacist	1	4.2
Someone else	1	4.2
	24	

Q30a - Thinking of the service that you ended being treated or seen by, how much would you agree or disagree with the following about your experience? The time I waited was reasonable

Patients who in the last 12 months have tried to get medical help, treatment or advice when their GP Practice was closed	n	%
* Strongly agree	10	32.3
* Agree	12	38.7
Neither agree nor disagree	4	12.9
Disagree	3	9.7
Strongly disagree	2	6.5
Percent Positive - This GP 71.0 %	31	

Q30b - Thinking of the service that you ended being treated or seen by, how much would you agree or disagree with the following about your experience? I felt that the person had all the information needed to treat me

Patients who in the last 12 months have tried to get medical help, treatment or advice when their GP Practice was closed	n	%
* Strongly agree	12	41.4
* Agree	12	41.4
Neither agree nor disagree	5	17.2
Disagree	0	0.0
Strongly disagree	0	0.0
Percent Positive - This GP 82.8 %	29	

Q30c - Thinking of the service that you ended being treated or seen by, how much would you agree or disagree with the following about your experience? I felt I was listened to

Patients who in the last 12 months have tried to get medical help, treatment or advice when their GP Practice was closed	n	%
* Strongly agree	13	46.4
* Agree	12	42.9
Neither agree nor disagree	2	7.1
Disagree	1	3.6
Strongly disagree	0	0.0
Percent Positive - This GP 89.3 %	28	

Q30d - Thinking of the service that you ended being treated or seen by, how much would you agree or disagree with the following about your experience? Things were explained to me in a way I could understand

Patients who in the last 12 months have tried to get medical help, treatment or advice when their GP Practice was closed	n	%
* Strongly agree	13	46.4
* Agree	11	39.3
Neither agree nor disagree	4	14.3
Disagree	0	0.0
Strongly disagree	0	0.0
Percent Positive - This GP 85.7 %	28	

Q30e - Thinking of the service that you ended being treated or seen by, how much would you agree or disagree with the following about your experience? I felt that the person who treated me was the right person

Patients who in the last 12 months have tried to get medical help, treatment or advice when their GP Practice was closed	n	%
* Strongly agree	12	42.9
* Agree	12	42.9
Neither agree nor disagree	4	14.3
Disagree	0	0.0
Strongly disagree	0	0.0
Percent Positive - This GP 85.7 %	28	

Q30f - Thinking of the service that you ended being treated or seen by, how much would you agree or disagree with the following about your experience? I felt that I got the right treatment or advice

Patients who in the last 12 months have tried to get medical help, treatment or advice when their GP Practice was closed	n	%
* Strongly agree	12	42.9
* Agree	11	39.3
Neither agree nor disagree	4	14.3
Disagree	1	3.6
Strongly disagree	0	0.0
Percent Positive - This GP 82.1 %	28	

Q30g - Thinking of the service that you ended being treated or seen by, how much would you agree or disagree with the following about your experience? I felt that people took account of the things that matter to me

Patients who in the last 12 months have tried to get medical help, treatment or advice when their GP Practice was closed	n	%
* Strongly agree	11	39.3
* Agree	10	35.7
Neither agree nor disagree	6	21.4
Disagree	1	3.6
Strongly disagree	0	0.0
Percent Positive - This GP 75.0 %	28	

Q31 - Overall, how would you rate the care you experienced out of hours?

Patients who in the last 12 months have tried to get medical help, treatment or advice when their GP Practice was closed	n	%
* Excellent	6	19.4
* Good	16	51.6
Fair	5	16.1
Poor	1	3.2
Very poor	3	9.7
Percent Positive - This GP 71.0 %	31	

Q32 - What do you think about the opening hours of your GP practice?

All Patients	n	%
I am happy with the opening hours of my GP practice	88	78.6
It is too difficult for me to get time away from work during my practice opening hours	18	16.1
The opening hours are not convenient for me for another reason	1	0.9
I am not sure when my GP practice is open	5	4.5
	112	

Care, support and help with everyday living

Q33 - In the last 12 months have you had help or support with everyday living?

All Patients	n	%
Yes, help for me with personal and/or household tasks	15	12.3
Yes, help for me with adaptations and/or equipment for my home	5	4.1
Yes, help for me for activities outside my home	8	6.6
Yes, help to look after someone else	5	4.1
No, not had any help but I feel that I needed it	6	4.9
No, not had any help	84	68.9
	122	

Q34 - Did you get help from services provided by, for example, the Council, NHS, voluntary organisations, or private agencies – including services you paid for?

People who have received help or support with everyday living in the past 12 months	n	%
Yes	13	56.5
No	10	43.5
	23	

Health and care effectiveness

Q38 - In the last 12 months, have you received NHS treatment or advice because of something that was affecting your ability to live your normal life?

All Patients	n	%
Yes	39	33.6
No	77	66.4
	116	

Q39 - Thinking about the last time this happened, how would you describe the effect of the treatment on your ability to live your normal life?

Patients who received NHS treatment or advice because of something that was affecting their ability to do their usual activities - to live their normal life	n	%
I was able to go back to most of my usual activities	12	31.6
There was no change in my ability to do my usual activities	6	15.8
I was less able to do my usual activities	12	31.6
It is too soon to say	8	21.1
	38	

Q40 - In the last 12 months, have you received NHS treatment or advice because of something that was causing you pain or discomfort?

All Patients	n	%
Yes	72	62.6
No	43	37.4
	115	

Q41 - Thinking about the last time this happened, how would you describe the effect of the treatment on your pain or discomfort?

Patients who received NHS treatment or advice because of something that was causing them pain or discomfort	n	%
It was better than before	29	42.0
It was about the same as before	33	47.8
It was worse than before	2	2.9
It is too soon to say	5	7.2
	69	

Q42 - In the last 12 months, have you received NHS treatment or advice because of something that was making you feel depressed or anxious?

All Patients	n	%
Yes	23	21.1
No	86	78.9
	109	

Q43 - Thinking about the last time this happened, how would you describe the effect of the treatment on how you felt?

Patients who received treatment or advice because of something that was making them feel depressed or anxious	n	%
I felt less depressed or anxious than before	11	47.8
I felt about the same as before	7	30.4
I felt more depressed or anxious than before	2	8.7
It is too soon to say	3	13.0
	23	

Caring responsibilities

Q44 - Do you look after, or give any regular help or support to family members, friends, neighbours or others because of either long-term physical / mental ill-health / disability or problems related to old age?

All patients	n	%
No	91	79.8
Yes, up to 4 hours a week	2	1.8
Yes, 5 - 19 hours a week	5	4.4
Yes, 20 - 34 hours a week	3	2.6
Yes, 35 - 49 hours a week	2	1.8
Yes, 50 or more hours a week	11	9.6
	114	

Q45a - How much do you agree or disagree with the following about how you feel as a carer most of the time? I have a good balance between caring and other things in my life

People who act as carers	n	%
* Strongly agree	10	45.5
* Agree	7	31.8
Neither agree nor disagree	3	13.6
Disagree	2	9.1
Strongly disagree	0	0.0
Percent Positive - This GP 77.3 %	22	

Demographics

Q46 - Are you male or female?

All patients	n	%
Male	46	39.7
Female	70	60.3
	116	

Q47 - What was your age on your last birthday?

All patients	n	%
17-34	11	9.5
35-49	22	19.0
50-64	43	37.1
65+	40	34.5
	116	

Q48 - How would you rate your health in general?

All patients	n	%
Good	54	46.6
Fair	47	40.5
Bad	15	12.9
	116	

Q50 - Are your day-to-day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months?

All patients	n	%
Yes, limited a lot	25	21.4
Yes, limited a little	25	21.4
No	67	57.3
	117	

Q51 - In general, how well do you feel that you are able to look after your own health?

All patients	n	%
Very well	56	47.9
Quite well	47	40.2
Not very well	11	9.4
Not at all well	3	2.6
	117	

Q52 - Thinking about the good and bad things that make up your quality of life, how would you rate your quality of life as a whole?

All patients	n	%
Very Good	44	37.6
Good	38	32.5
Alright / neither good or bad	26	22.2
Bad	8	6.8
Very bad	1	0.9
	117	

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Correspondence and enquiries

For enquiries about this publication please contact:

Emma Milburn,
Health Analytical Services, Scottish Government
Telephone: 0131 244 5910
e-mail patientexperience@gov.scot

For general enquiries about Scottish Government statistics please contact:

Office of the Chief Statistician
Telephone: 0131 244 0442
e-mail statistics.enquiries@gov.scot

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